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Bib Data Sheet

CONFIRMATION NO. 6624

SERIAL NUMBER 10/090,522	FILING DATE 03/04/2002 RULE	CLASS 379	GROUP ART UNIT 2643	ATTORNEY DOCKET NO. 01-4008
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APPLICANTS

Patrick Peterson, Cambridge, MA;
Bernhard Suhm, Cambridge, MA;
Yvette Tenney, Belmont, MA;
Daniel McCarthy, Natick, MA;
Patrick McHugh, Belmont, MA;
Peter Dick, Melrose, MA;

**** CONTINUING DATA *******

THIS APPLN CLAIMS BENEFIT OF 60/273,710 03/05/2001
AND CLAIMS BENEFIT OF 60/276,266 03/15/2001

**** FOREIGN APPLICATIONS *******

NONE R.S

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 03/27/2002

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY MA	SHEETS DRAWING 43	TOTAL CLAIMS 22	INDEPENDENT CLAIMS 6
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged Examiner's Signature _____ Initials _____				

ADDRESS

Leonard C. Suchyta
c/o Christian Andersen
Verizon Services Group
600 Hidden Ridge, HQE03H01
Irving, TX 75038

TITLE

System and method for assessing a call center

FILING FEE RECEIVED 1028	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
		<input type="checkbox"/> 1.16 Fees (Filing)
		<input type="checkbox"/> 1.17 Fees (Processing Ext. of time)
		<input type="checkbox"/> 1.18 Fees (Issue)
		<input type="checkbox"/> Other _____
		<input type="checkbox"/> Credit